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ADDENDUM NO. 1

Date: August 4, 2016

RFP No. 16-0432

RFP Title: 9-1-1 Database Information Enhancement

It is the vendor's responsibility to ensure their receipt of all addenda, and to clearly acknowledge all addenda within their initial bid or proposal response. Acknowledgement may be confirmed either by inclusion of a signed copy of this addendum with their response by completion and return of the addendum acknowledgement section of the solicitation. Failure to acknowledge each addendum may prevent the bid or proposal from being considered for award.

This addendum **does not** change the date for receipt of bids or proposals.

The purpose of this addendum is to provide confirming information resulting from the non-mandatory pre-proposal conference held on July 29, 2016.

Questions/Answers:

Question 1: After reading over the Proposal Sections guidelines on page 11 part D. Firm Profile Form, I am confused as to what is to be included in this section. Part D says to attach proof of license to practice in the State of Florida and says to "See Attachment 2", however Attachment 2 is the Team Composition Form. Can you please clarify for me?

Answer 1: Please change:

1. Section 1.13.2, C, Tab 1, D, from Firm Profile Form to Similar Projects Form, See Attachment 3.
2. Section 1.13.2, C, Tab 1, E, Team Composition Form, from "See Attachment 3 to See Attachment 2."

Question 2: Section 2.7, Page 26. For SNMP software monitoring what software does the 911 group currently use?

Answer 2: Castlerock SNMPc enterprise version 8

Question 3: Section 2.8, page 27. You have 5 9's of uptime. Is 5 9's for the entire turnkey solution or is it per collection point or for the website. We're trying to get a scope of what you'd like for 5 9's.

Answer 3: It is the desire to have dual power supplies on any server hardware and raid 10 on database drives. Proposed solution should identify local data collection devices (servers) at PSAPs in the event of a network outage so the data can still be collected. Also need to understand failover architecture in the system whereas if the database server at node A fails the database server at node B takes over.

Question 4: Section 3.08, page 40. Expectation to the access to the trouble ticket web portal and if this should be included with the product or an external vendor provided resource.

Answer 4: Firm shall submit best solution and process. Our goal is to automate as much as possible, but based on solution, it might not be possible.

Question 5: Section 1.10 (Page 6) and 2.1.12 (Page 24/25), Please comment regarding the required timeline.

Answer 5: Once awarded, processed identify the vendor had 90 days, but if the vendor doesn't have that equipment we would move that 90 days to once equipment was on-hand and reviewed by the vendor.

Question 6: Clarification 1.27, Page 17. The last sentence of this section states that the County further reserves the right to transfer all rights under the license to another governmental agency to which some or all of its functions are transferred. Would this be an internal Lake County agency?

Answer 6: Change language to "The County further reserves the right to transfer all rights under the license to another governmental agency within Lake County to which some or all of its functions are transferred."

Question 7: Section 2.1.2, Page 21 # 5. We are curious as to the nature of the fault tolerance that the 911 Center is interested in. Are you looking at full fault tolerance or with redundant clustered systems or just redundant power supplies and redundant hard drives?

Answer 7: Refer to Question 3 Answer for 5 9's of uptime

Question 8: Section 2.17, Page 23. What text messaging solution do you currently use?

Answer 8: The County does not provide this service at this time; however the County would like the ability that as the system tracks the feed to be able to track text messaging from a reporting perspective.

Question 9: Section 2.1.11, Page 24. A sentence states "The system must provide built-in, predefined and customizable reports and graphs, including summaries per channel, per archive media, and system configuration summaries." Please explain "per archive media".

Answer 9: The County was trying to identify that as archived information was collected, that we would have the ability to report on that at a later date. The County would start the collection process from the CDR standpoint with start date being the date of installation.

Question 10: Is there a previous archive that you'd like loaded?

Answer 10: Yes, the existing MSAG database.

Question 11: Network diagram. Switch for Are the CDR switches listed in the architecture diagram in the back of the document? Who is the switch manufacturer and explain the digest of what the CDR looks like?

Answer 11: CDR data from Viper comes from the POTs servers at both nodes; each server will have the need to have an input to the database server. Sample data can be provided if necessary.

Question 12: Section 2.1.13, Page 25. Regarding the Network Diagram, a sentence in the middle of the paragraph states "In case of failure or evacuation, the design should consider how data is stored and forwarded or saved". Are we talking about retrieving the data from inside Lake County, are we still taking calls in Lake County or will Lake County calls be forward to another County?

Answer 12: The County, per the diagram, has a two (2) node system, so if we evacuate A or B that we would like to continue to collect the call processing of the other one and it would continue to forward call collections throughout the system. This would include the vacating of any of the Remotes as well.

Question 13: Section 2.13, Page 28. "The database equipment must be compact, free-standing, in

Respondent-provided lockable cabinets.” Is the firm required to provide a free standing cabinet?

Answer 13: The County may already have lockable space depending on the solution. Please provide optional pricing based on firms solution.

Question 14: Section 2.4, Page 26. With this solution, what information are you intending to pull from CAD?

Answer 14: This is an option if there’s any integrated solution where a vendor does integrate with CAD, we’re just looking at the option of reviewing it. The solution itself we understand it interfaces with the 9-1-1 equipment and is going to be a data feed for 9-1-1, but if any vendor had the ability to do a CAD integration and pull data from CAD that would be beneficial in a database format, we wanted to review this option as well.

Question 15: Section 2.6, Page 26, Access Levels. What is the County’s expectation is with authentication and security of data transfer.

Answer 15: As an agency accesses or looks at data, they should only be able to look at their own data. From the technology authentication side, the County wants to have tiered security levels from a technician perspective where they can make changes but not delete, and an Admin level where they can archive, delete or any of those type of functions it would require a different level of security.

Question 16: Section 2.7, What SNMP monitoring software you are interested in using with this project?

Answer 16: We are currently licensed for Castlerock SNMPC enterprise version 8 on an enterprise zone.

Question 17: Section 3.0.3 and 3.0.4, Page 39. What is the County’s anticipated standard response time?

Answer 17: Firm shall submit best and supportable solution that covers emergency and non-emergency response.

Question 18: There are two Groveland PD PSAP line items on Attachment 6, Pricing Proposal.

Answer: Firms shall strike out one Groveland PD PSAP.

Firm Name: _____ Date: _____

Signature: _____ Title: _____

Typed/Printed Name: _____